G E N E R A L   S E R V I C E S   A D M I N I S T R A T I O N

Greater Southwest Region 7

"Updated Edition"

GSA

INFORM *- "a Newsletter for Technology Customers"*

July 2001

We have revised our July edition to provide updated information concerning the year-end funding articles that appeared on pages 1 and 3. Please see these updated articles entitled, "*One-Stop Shopping*" (page 1) and "*Using the Information Technology Fund*" (page 3).

We have also included new information concerning an upcoming information technology training opportunity that may be of interest to you. This article, "*Fall IT/Acquisition Training-2001*," appears at the bottom of page 3.

Helping Government meet challenges.

Information security awareness

Information security and critical infrastructure protection are important topics for the Federal IT community. Information Security related legislative and regulatory mandates, as well as the increased vulnerability that has accompanied increased use of the Internet, all pose tough challenges for Government agencies.

While information security is an important aspect of business all the time, to demonstrate the Federal Technology Service (FTS) commitment to help Government meet information security challenges successfully, FTS Commissioner Sandy Bates designated June 2001 as FTS Information Security Awareness Month.

FTS is a demonstrated leader in the Federal information security community, and offers world-class information security solutions through its Client Support Centers as well as FTS contracts. In addition, the Center for Information Security Services — the FTS center of expertise for Information Security solutions — is available to support all FTS business lines, programs, and regions in meeting our customers' needs.

See pages 4 and 5 for: "*Key Federal Government Information Security and Information Assurance Requirements and Regulations*"; "*InfoSec — Information Security for the Federal Government*"; "*Digital Signature Technology (ACES)*"; and "*Critical Information Infrastructure Program (Safeguard)*."

Value-added services.

One-Stop Shopping

You will benefit from GSA's one-stop shopping via government-wide IT and telecommunication contracts. Our customer service teams will seek the best, most economical technology solutions to meet your needs. Contact a Customer Service Team Manager in your area for assistance (see page 7).

Pre-award services may include: Performing technical requirement analyses, developing Request for Proposal (RFP) and acquisition strategy/options, conducting the acquisition process, and providing legal support, if necessary.

Post-award services may include: Program and project management (act as COTR, manage milestones, schedules and costs, perform problem resolution, and chair progress reviews) and financial management (provide project funding customer reports, billing/receiving, and process industry partner invoices for payment).

For more details on the funding and requirement processes see the article, "*Using the Information Technology Fund*" on page 3.

Public key infrastructure/digital signature technology.

ACES "Free Certificates" program ended

Access Certificates for Electronic Services (ACES) is a joint effort between the GSA's Federal Technology Service (FTS) and its Office of Governmentwide Policy to provide a means for both citizens and businesses to obtain digital certificates that will be used to authenticate their identity in conducting transactions with government agencies. It is a key initiative in facilitating the response of Federal agencies to the Government Paperwork Elimination Act (GPEA) (P.L. 105-277, Title XVII).

ACES facilitates secure on-line access to Government information and services by the Public through the use of public key infrastructure/digital signature technology. The ACES program was initiated last year with 500,000 electronic certificates under the FTS ACES contract. Normal "up-front" costs were waived, providing

substantial savings to agencies. The ACES free certificate program ended May 30, 2001 . However, agencies were provided an opportunity to use the previously established certificates to pilot new (or expanded) Public Key Infrastructure programs.

The Greater Southwest Region's FTS Customer Service Team members are experienced in managing all of the details of the contracting process, and are available to place orders and provide contract administration and program management for ACES projects.

For more information, contact Sharon O'Toole at (817) 978-3687, or visit the ACES Customer Advisory Board Program web site at: http:www.gsa.gov/aces.

Alcatel Speed Touch ADSL modem.

DSL modem security alert

Is your Internet connection really secure? This is a question we usually ask ourselves only after a major insecurity is found with a particular software. Unfortunately, the insecurities don't stop with the software; they can be more of a problem in something we can't readily control — hardware.

Recently, researchers associated with the San Diego Supercomputer Center (SDSC) at the University of California, San Diego identified multiple implementation flaws in the Alcatel Speed Touch ADSL "modem" (also known as an ADSL-Ethernet router/bridge). These reported flaws can allow a computer system intruder to take complete control of the device, including changing its configuration, uploading new firmware, and disrupting the communications between the telephone central office providing ADSL service and the device.

What does this mean to you or your clients? Problems attributable to this particular insecurity can range from denial of service, to packet sniffing (ferreting out information from what you transmit without your being aware of the intrusion). This insecurity applies only to the Alcatel Speed Touch family of devices; however,

the potential for information compromise should not be taken lightly. As of the time of this article the SDSC stated, "There is NO WAY currently known to us for anyone to disable this back door."

Alcatel has posted information regarding this insecurity on their corporate web site (http://www.alcatel.com). The major vulnerability problem with the modem is purported to not affect a system which is using Win95/98/98Se/ME, and will only affect a WinNT/2K or commercial LINUX released system if the UDP bounce feature has been enabled. This feature is not normally enabled for most common installations. It should be noted that there are other vulnerable aspects and to this end Alcatel suggests that a firewall, either software or hardware, should be installed. In today's Internet active world a firewall is a must on any computer system.

For updates on this and other computer/system security related issues go to http://security.sdsc.edu/.

Do you have any questions about the use of the IT Fund?

Using the Information Technology Fund

Federal Technology Service (FTS) reimbursable programs are funded through the Information Technology (IT) Fund, a revolving fund established pursuant to 40 U.S.C. 757. Funds that an agency obligates under a binding interagency agreement with GSA for the use of these programs are obligated against the IT Fund. These funds are available without fiscal year limitation. For the obligation by the requiring agency to be valid:

1. the funds must be available for obligation by the requiring agency,
2. GSA and the client agency must sign a binding interagency agreement, and,
3. the agency must have a bona fide, current need for the goods or services to be provided by GSA at the time the agency enters the interagency agreement.

In subsequent fiscal years, the agency must continue to have a need for the requirements described in the interagency agreement. If no further need for the requirements exists or the requirements are not within the scope of the interagency agreement, any remaining uncommitted funds must be deobligated from the IT Fund.

GSA may utilize an agency's funds obligated to the IT Fund for any purpose within the scope of the interagency agreement that serves as the obligating document. Uncommitted funds remaining from any project may be used for a second project, provided that the second project is within the scope of the interagency agreement. It is important to remember, however, the interagency agreement which underlies resulting task orders must be for the bona fide need of the agency at the time of execution. If the new project is not within the scope of the interagency agreement, remaining uncommitted funds from the original project may not be used.

For assistance with IT funding questions, contact Sharon O'Toole (sharon.o'toole@gsa.gov), (817) 978-3687, or fax to (817) 978-4665.

Real time competitive bidding.

Reverse Auctions save customers thousands

The Buyers.Gov Reverse Auction Exchange was implemented as a pilot program through the collaborative efforts of the Information Technology Acquisition Center (ITAC) and the FTS Office of Service Development Business Applications Development.

Reverse auctions consist of bids submitted in real time in a dynamic competitive bidding environment enabled by the web. Bidding is open for a stated period of time (typically 30 minutes) during which participating vendors may submit bids lower than the previous low bid submission, hence the name *reverse auction.* Bidders are assigned alias identities, e.g., "Bidder 1." As bid prices fall, competing bidders may continue to lower their prices until the close of the bidding period. Reverse auctions are most effective when the dollar value of the requirement is high—above $500,000.

Recent auctions conducted under the pilot program resulted in 15-22% savings to the client agencies. Based on these and other successful reverse auction results, FTS will implement the Buyers.Gov program on a permanent basis.

For more information, contact Patricia Renfro, ITAC Solutions Development Center, (817) 978-0026.

The Greater Southwest Region is partnering with the Southeast Sunbelt Region to bring you the

Fall IT/Acquisition Training—2001

Date: November 14-16, 2001
Location: 875 Beach Boulevard, Biloxi, Mississippi
Training Cost: $275 — **Early Bird Discounted fee of $250 for registration NLT 9/11/01**
Hotel: Beau Rivage Hotel — call 1-888 383-7037 Reference "*GSA ADP—2001 Training*" — **Cut-off date 10/11/01**
Registration: Via Web URL: http://r4.gsa.gov/adpfall2001.htm

For more information contact Tony Cox — Secretary (404) 331-1137 or Pam Henderson (256) 895-3139.

Key Federal Government
Information Security and Information Assurance
Requirements and Regulations

- **Government Information Security Reform Act, P.L.106-398, Oct 2000** — Requires annual agency program reviews, annual IG security evaluations, agency reporting to OMB, and an annual OMB report to Congress.
- **Presidential Decision Directive (PDD-63) —** Calls for a national effort to assure the security of increasingly vulnerable and interconnected public and private infrastructures of the United States by May 2003.
- **OMB Circular A-130** — Requires a review of INFOSEC posture every 3 years (FTS recommends once per year or any time significant system changes are made). At a minimum, agency programs shall include controls in their general support systems and major applications.
- **Government Paperwork Elimination Act, P.L.105-277, Oct 21,1998** — An important tool to improve customer service and governmental efficiency through the use of information technology. This involves transacting business electronically with Federal agencies and widespread use of the Internet and its World Wide Web.
- **Information Technology Management Reform Act of 1996 (Clinger/Cohen Act) —** In 1996, the Congress and President enacted the *Information Technology Management Reform Act* and the *Federal Acquisition Reform Act*. These two Acts together, known as the Clinger-Cohen Act, require the heads of Federal agencies to link IT investments to agency accomplishments, and establish a process to select, manage and control their IT investments. It links security to agency capital planning and budget processes, establishes agency Chief Information Officers, and re-codifies the *Computer Security Act of 1987*.
- **Under Title LI: Responsibility for Acquisitions of Information Technology, Subtitle C: Executive Agencies —** Requires the head of each executive agency to design and implement a process for maximizing the value and assessing and managing the risks of information technology acquisitions; to utilize the same performance- and results-based management practices as encouraged by the OMB Director; and to prepare an annual report to the Congress concerning progress in achieving such goals.
- **Computer Security Act of 1987, P.L. 100-235 —** The Congress declared that improving the security and privacy of sensitive information in Federal computer systems is in the public interest, and created a means for establishing minimum acceptable security practices for such systems, without limiting the scope of security measures already planned or in use. Requires that each Federal agency identify Federal computer systems that contain sensitive unclassified information. Each agency shall also establish a plan for the security and privacy of each Federal computer system identified by that agency.

InfoSec
Information Security for the Federal Government

The GSA Federal Technology Service (GSA FTS) Center for Information Security Services is a Federal organization whose mission is to provide worldwide support and a full range of information security solutions. Today's ever-changing information technology environment demands the assurance that only a national resource experienced with new and emerging technologies can provide. FTS's staff is cleared to Top Secret with special accesses, to offer added security and trusted neutrality to handle the most critical security and information technology project.

GSA FTS is experienced and capable of deploying information security and information technology resources worldwide, providing end-to-end solutions, including:

- System Certification & Accreditation
- Cryptology & Communications Security Technical Services
- Project Management
- PKI & Digital Signature Solutions
- Information Assurance Education

- Information Security Program Development
- Comprehensive Information Assurance Solutions
- COMSEC Products and Services
- System Engineering
- Risk Analysis & System Security Planning

Our information security and acquisition professionals use a comprehensive system of cost-effective contract vehicles and service offerings designed for fast response to critical information security needs.

ACES
Access Certificates for Electronic Services
(Digital Signature Technology)

ACES provides identification, authentication, and non-repudiation via the use of digital signature technology for individuals and business entities accessing, retrieving, and submitting government information.

ACES is a joint venture between the Federal Technology Service and the Office of Government-wide Policy at GSA that facilitates secure on-line access to Government information and services by the public through the use of public key infrastructure/digital signature technology.

This key initiative brings the full effect of legal authority to electronic signatures used for interstate and foreign transactions. It assists agencies in responding to the *Government Paperwork Elimination Act*, and the *Electronic Signatures in Global and National Commerce Act*, that specifically state "a signature, contract, or other record relating to such transaction may not be denied legal effect, validity, or enforceability solely because it is in electronic form."

The time and cost of travel associated with manual signatures can more than offset the one-time activation fee when a certificate is used for a specific application (a fraction of the normal certificate issuance fee). The normal transaction fee (from a high of $1.20 to a low of $0.40 per transaction, based on volume) will apply. To receive your award certificates you need to submit a proposal to the ACES Customer Advisory Board. Proposal selection criteria are to be well formulated. The maximum number of certificates awarded for any application is 100,000. Current quantities are limited, so the time to act is now.

To learn more about how ACES can solve your specific IT challenges, contact Sharon O'Toole, (817) 978-3687, sharon.o'toole@gsa.gov, or visit the ACES Web site at http://www.gsa.gov/aces.

Safeguard
Critical Information Infrastructure Program

The GSA Federal Technology Service (GSA FTS) Safeguard Program is a toolkit of products and services that meet the information assurance and security challenges facing the Federal Government today.

Federal agencies need fast, simple solutions to meet the requirements of *Presidential Decision Directive 63* for reliable, interconnected, and secure information system infrastructure. The goal is to combat cyber crime and strengthen the nation's defenses against emerging, unconventional threats to our critical information systems. The Safeguard program can assist you in developing plans and solutions for optimal critical information infrastructure protection.

The GSA FTS Center for Information Security Services has Blanket Purchase Agreements (BPAs) with twenty-seven prime industry partners. These BPAs are open to all Federal agencies with multiple ordering options available to meet your needs. GSA FTS information security professions can cost-effectively define and determine the most efficient contract awards and administration for your organization. FTS can also provide you with additional professional services on a time and materials basis, and you may also request Delegated Procurement Authority and place orders directly with the Safeguard industry partners.

To learn more about how the Safeguard program can solve your specific IT security challenges, call or e-mail Sharon O'Toole, (817) 978-3687, sharon.o'toole@gsa.gov, or visit the Safeguard Web site at http://www.fts.gov/safeguard.

Unsure? Contact your local GSA ATM.

New area codes announced

The following area codes have been announced for activation in the near future.

Arizona   928   June 23, 2001
The new area code 928 will serve most of the area currently served by area code 520 excluding Cochise, Pima, Pinal, and Santa Cruz counties in the greater Tucson area.

Georgia   470   September 2, 2001
The new area code 470 will overlay area codes 404, 678, and 770.

Michigan   586   September 22, 2001
The new area code 586 will serve Macomb County.

Missouri   557   October 6, 2001
The new area code 557 will overlay area code 314.

Washington   564   October 20, 2001
The new area code 564 will overlay area codes 206, 253, 360, and 425.

Texas   737   November 10, 2001
The new area code 737 will overlay area code 512.

If you have any questions, contact your local GSA Area Telecommunications Manager.

On-line Access

Federal grants

Federal Commons, an Internet grants management portal serving the grantee organization community, has joined with the GSA Catalog of Federal Domestic Assistance to offer online access to information about Federal Grant Programs. The Federal government awards roughly $300 billion in grants annually to 30,000 different organizations across the United States. Citizens, community groups, researchers, universities, state and local governments, and non-profit organizations now have one-stop online access to information they need to act on Federal government grant opportunities.

For information on grant programs and funding opportunities, as well as the secure processing of e-grant transactions, visit the Federal Commons web site.

http://www.cfda.gov/federalcommons

Joint policy issued.

Telecom policy promotes cost savings through MAA

The GSA Federal Technology Service and Public Buildings Service have issued a joint policy for telecommunications in buildings, intended to ensure that GSA's customers benefit from the competition in local service made possible by the Telecommunications Reform Act.

This policy highlights the cost savings available through the Metropolitan Area Acquisition (MAA) program, detailing how telecom service will be implemented in GSA's owned buildings and facilitated in our leased locations. A model rooftop antenna license agreement accompanies the new policy.

For information, visit the GSA web site at:
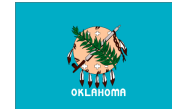http://www.gsa.gov/telecominbuildings

ITTI 2001
Las Vegas, NV — Sept. 23-26

ITTI 2001 is the 2nd annual conference aimed at providing information to American Indian Tribal Leaders and other interested parties to help increase telecommunications services to tribal residents.

For more information visit the web site:

http://www.fcc.gov/indians/ITTI.

Greater Southwest Region FTS at your service . . .

Federal Technology Service (7T)

Assistant Regional Administrator　　　　　**Marcella Banks**　　**817 978-2871**

Customer Service Team Managers

Louisiana	Ronald Toya	817 978-3167
New Mexico (also includes El Paso, Texas)	Paulie Sosebee	817 978-0001
Oklahoma	Jill LaDuca	817 978-3240
Southwest Texas	Roy LaBuff	210 472-5030
North Texas and Arkansas	Sandra Marquart	817 978-3537
Central/Southeast Texas, and the Americas	Russell Colomo	817 978-4079

♦　IT Solutions Shop (FTS on-line ordering system)　　http://it-solutions.gsa.gov

Office of Strategic Planning, Marketing and Sales (7TA)

Director　　　　　**Susan Houser**　　**817 978-4087**

American Indian Account Manager

Texas, Louisiana, Arkansas, Oklahoma, and New Mexico	Sara Crazy Thunder	505 899-5702

Business Development Managers

New Mexico or Oklahoma	vacant	817 978-4087
Arkansas, Louisiana and North Texas	Linda Catherall	817 978-4840
South Texas	Karen Beyer	210 472-5040
Southeast Texas and the Americas	John Bergamasco	214 767-0026

Office of Information Technology Solutions (7TR)

Director　　　　　**Sharon O'Toole**　　**817 978-3687**

Office of Network Services (7TT)

Director　　　　　**Sylvia Hernandez**　　**817 978-3709**

Information Technology Acquisition Center (7TS)

Co-Director　　　　　**Kathy Garrett**　　**817 978-3434**

Office of Resource Management (7TC)

Director　　　　　**Marjorie Readout**　　**817 978-4177**

♦　GSA eMail address format:　　firstname.lastname@gsa.gov
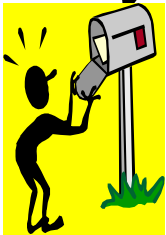♦　Visit the GSA web site:　　　http://www.gsa.gov

Has your address changed? *We need to know!*

We update our files on a regular basis.   If your mailing address label does not reflect a previously requested change, it may not have been received in time for this mail-out, and we apologize for any inconvenience.

Annotate details of required change of addressee or address on the form provided below. If there is a *control number* on your label, be sure to include it . **Fax this completed change request form to the attention of Linda Box at (817) 978-4039.**

Thank you!

AGENCY NAME:_____

AGENCY CHANGE:_____

_____

CONTROL NUMBER: _____

COMMENTS: _____

_____